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City of Alameda  
Code No. 7570  
Approved by C.S.B.  
4/10/2013

## CUSTOMER SERVICES SUPERVISOR

### **DEFINITION**

Under general direction, plans, coordinates and directs all customer services activities of Alameda Municipal Power including service issues. Performs other related work as required.

### **DISTINGUISHING FEATURES**

This is a first line supervisory classification. Incumbent is responsible for supervising, planning, organizing, coordinating, assigning, directing, and evaluating the work of a group of employees. Assignment includes supervision of a centralized customer service function such as credit and collection, customer inquiries and complaints, and service orders. Duties include discussions in-person, on the telephone and through correspondence with customers to solve a variety of service problems. This class is distinguished from Assistant General Manager-Customer Resources which is a second line supervisor class responsible for the management of the Customer Resources Division.

### **EXAMPLES OF DUTIES**

1. Plans, schedules, assigns, coordinates, directs, reviews and evaluates the work of employees engaged in credit and collection, customer inquiries, and service orders.
2. Promotes an environment that views customer services as a way of helping customers receive the best value for their money.
3. Supervises and monitors calls to ensure assigned staff are providing excellent customer service in order to satisfy customers through single call resolution service excellence.
4. Directs assigned activities including but not limited to office and field customer service, credit and collection, services related to data collection activities; ensures compliance with all Federal, State and local laws, regulations and court rulings.
5. Assists in developing and implementing policies of the Public Utilities Board.
6. Assists in short and long-range planning efforts and goals regarding Alameda Municipal Power procedures and improvements.
7. Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues including technical systems/applications and/or programs/services.
8. Prepares, or supervises preparation of routine and special reports to document the activities, operation and performance of Alameda Municipal Power and to recommend action by the Public Utilities Board or other authority.
9. Coordinates activities with other divisions, City departments and agencies; maintains good public relations, takes an active part in civic affairs and encourages such activity on the part of Alameda Municipal Power personnel.
10. Assists in budget and business plan preparation and administration.
11. Evaluates employee work, prepares and conducts appraisals.
12. Supervises, trains and evaluates assigned staff.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience**

Any combination of education and experience likely to provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by course work in customer relations, business, modern office practices or a related field.

Experience: Five years of progressively responsible professional experience customer relations, customer service, account billing and collections in a municipal or utility setting; at least two years, which have been in a lead worker capacity in which a major responsibility was the interpretation and enforcement of complex regulations and policies in order to resolve customer complaints beyond the initial contact level.

Knowledge

Knowledge of advanced customer service/relations theories, principles and practices and their application to department programs and/or services; interpreting business policies, procedures, and practices; business letter writing and basic report preparation; cashiering, routine delinquent account procedures, and billing calculation procedures; the principles and practices of automated financial record keeping; general accounting principles and terminology; modern office practices and procedures including applications of information systems; modern office equipment including personal computers; effective methods of lead and project supervision; effective methods of record keeping; correct English usage, including spelling, grammar and punctuation

Abilities

Ability to schedule, assign, organize, direct, train, review and evaluate the work of assigned employees; prepare work schedules and coordinate the work of others; perform difficult and/or complex customer service and accounts administrative work, with speed and accuracy; effectively operate a variety of modern office equipment including computers and related software; interpret, apply and explain established policies and procedures; perform arithmetic calculations; work effectively under pressure and with frequent interruptions; listen, understand, retain, follow, apply, and communicate verbal and written instructions or directions; provide training and direction to assigned staff; establish and maintain records associated with the work; make accurate arithmetic calculations; establish and maintain effective working relationships with those contacted during the work; provide courteous and efficient service to customers and clients; learn, retain, and use technical terminology, equipment, and computer applications; ability to respond professionally and effectively to changing priorities; review and analyze processes, procedures, and policies and make effective recommendations for change; function independently and make decisions based on sound judgment affecting areas of responsibility within established guidelines and consistent with applicable law or code; perform related duties as required.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.